
From: stephanie woodard [swoodard2@gmail.com]
Sent: Monday, February 23, 2009 5:18 PM
To: Williams, Catrice (DTC)
Subject: Verizon -- Proposed Regional Service Quality Investigation

I own a house at 54 Richardson Rd, in Leverett, MA. My Verizon service is terrible. The phone crackles and has lots of static, especially in the rain. This is so serious that the dial-up internet does not work or is extremely slow in the rain. There have also been days from time to time when I had no phone service at all. Verizon takes several days to fix such a problem. I sincerely hope you can fix this.

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